

# FAX SERVER

Stonefax user guide

*User manual*

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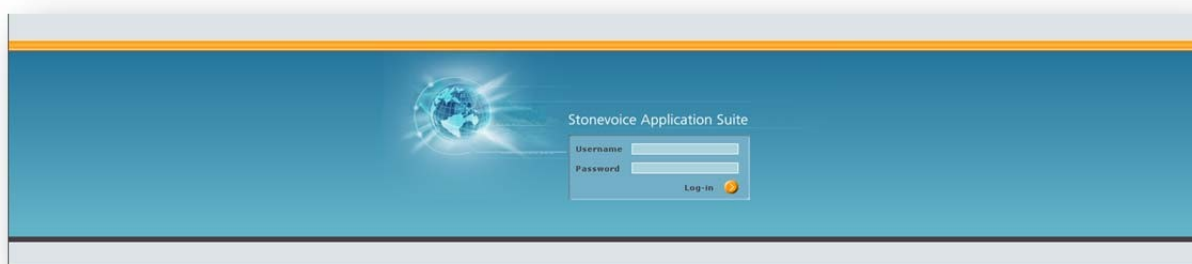


## A) Introduction

The Fax server system is the solution that allows you to send and receive faxes via a web interface directly from your PC. Faxes sent and received are acquired as an email attachment. The most obvious advantages of this system are reduction in paper consumption, elimination of fax devices and immediate availability of documentation received in digital format.

## B) Sending a fax

1. Connect to [www.telefonia.polimi.it](http://www.telefonia.polimi.it) > landline> fax server and follow the URL available on the page

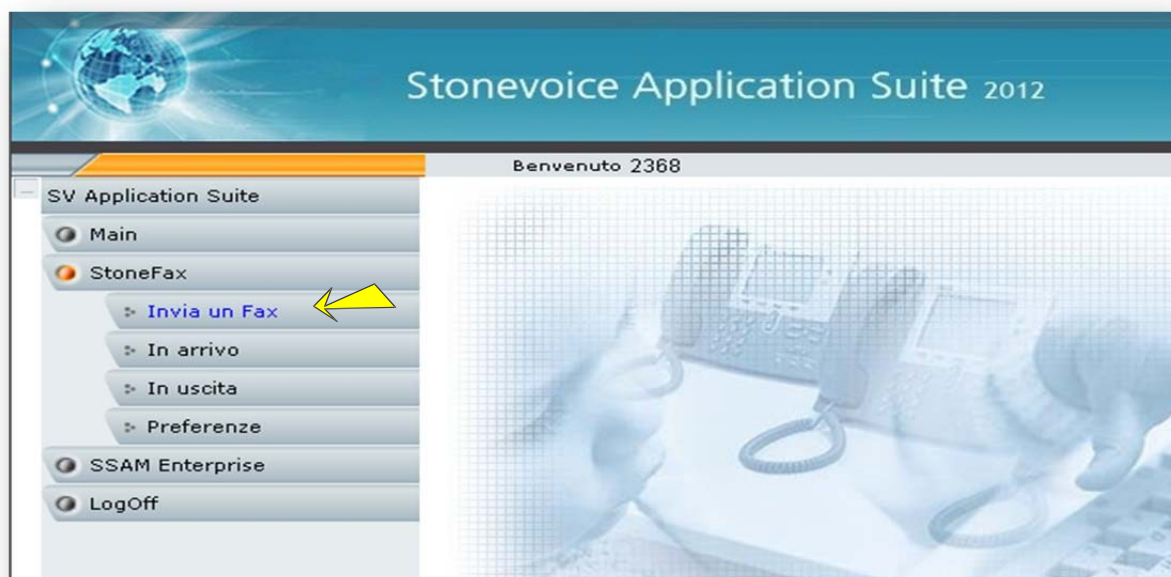


2. Log in: enter username (telephone extension) and password (lock code);

3. From the Stonevoice Application Suite menu select StoneFax.



4. Select **Send a Fax** from the sub-menu



5. Fill in the fields in the 4 sections of the transmission form: SENDER, RECIPIENTS, FAX BODY AND SEND A FAX.

## C) Section analysis

### C.1 Sender

The image shows a single section of a form titled 'Mittente' (Sender). It has an orange header bar with the title. Below the header is a text input field with the placeholder text 'Nome e Cognome'. To the right of the input field is a small square button containing a downward-pointing arrow.

**NB:** the SENDER section is collapsed, to expand press the arrow



Mittente	
Nome e Cognome	<input type="text"/>
Titolo	<input type="text"/>
Indirizzo	<input type="text"/>
Tel. lavoro	<input type="text"/>
Altro Tel.	<input type="text"/>
E-mail	<input type="text"/>
Struttura	<input type="text"/>
Numero di fax	<input type="text"/>

The section has 8 fields. None are blocking. A fax can be sent without necessarily filling in this section.

The fields are as follows:


Name and Surname, Title (indicate, for example, Mr., Dr., Prof.) Address (indicate, for example, Politecnico di Milano Piazza L. da Vinci 32. Bldg.XX), Work Tel., Other Tel. (indicate, for example, an alternative telephone number), Structure (indicate, for example, Area/Department/Campus, etc.) and Fax Number (indicate the number in full, i.e. including prefix and root e.g. 022399xxxx). If omitted the system will automatically insert the sender fax extension (e.g. extension xxxx).

The fields, once filled in, are stored by the system. It will no longer be necessary to fill them in again for a subsequent fax transmission. They can be modified at any time by deleting the content and filling it in again.


## C.2 Recipients

Destinatari	
Nome del destinatario*	<input type="text"/>
Fax del destinatario*	<input type="text"/> + 🔍
Lista destinatari	<div>Aggiunti dall'utente Selezionati dalle directory</div> <div>- 🗑️</div>

The section consists of 3 fields of which 2 editable and mandatory (marked with an asterisk\*). The 3rd field, "Recipients List", is automatically compiled by inserting the telephone number in the Recipient's Fax field.

To create a Recipients List, in the event of multiple transmissions, enter the first number and press the PLUS button . The number will be automatically inserted in the list. Repeat the operation for each number to be inserted.

The system does not have any limit for the number of phone numbers that can be inserted.

Should you need to remove a number from the list, select the number from the list and press the MINUS button .

Press the basket  icon to clear the entire list.

**NB: just like a physical fax machine, to send a fax to University fax extensions enter only the telephone extension. To send to external numbers, add the number 0 (zero) to the number including the prefix to get the line. To send personal faxes to external numbers, add the code 595 to the number including the prefix.**

### C.3 Fax body

Corpo del fax	
Oggetto	<input type="text"/>
Copertina	<div>Predefinita.cov ▼</div>
Aggiungi allegato	<div>Predefinita.cov</div> <div>[Nessuna]</div>
Testo	<div></div>

The section has 4 fields.

The "Subject" field is not compulsory. Failure to fill it in does not block transmission of the fax.

The "Cover" field is set by the system. You can choose from the drop-down menu of the field if you want to send a fax with an accompanying cover sheet ("predefined.cov") or not [None].

Stonefax by default proposes fax transmission with predefined cover.


The "Add attachment" field allows you to attach to a document to the fax cover. Entering the "Flag" will activate the Select File button in the Send Fax section.

The "Text" field allows you to enter up to 1260 characters (including spaces).

Exceeding the limit is indicated by a warning (in red) that appears below the text field.

C.3.1 Predefined cover. cov

POLITECNICO DI MILANO



# Fax

A:

Numero fax:

Da:

Struttura:

Indirizzo:

Telefono:

Altro telefono:

Numero Fax :

Pagine:

Data/Ora:

Oggetto:

Testo

Politecnico di Milano  
Piazza Leonardo da Vinci, 32  
20133 Milano  
Centralino Tel02 2399.1  
Partita Iva: 04376620151  
Codice fiscale: 80057830150



## C.4 Send fax

Invia fax	
<input checked="" type="checkbox"/>	Invia ricevuta di ritorno
<input type="checkbox"/>	Allega una copia del fax
Priorità	Normale ▼
<input checked="" type="radio"/>	Invia il fax appena possibile
<input type="radio"/>	Invia il fax esattamente a quest'ora <input type="text"/>
<div>Seleziona file»</div>	

The section has 5 fields and one button.

The "Send notification of receipt" field is not compulsory. If selected, Stonefax will send an email to the fax mailbox with the following information on the transmission status:

- The fax has been successfully sent to **Recipient's name** at the number **Recipient's fax number**.
- Fax subject: **that indicated in the subject field of the body section of the fax**
- Fax sent on: **date and time**
- Start of transmission: **date and time**
- End of transmission: **date and time**
- Repeat transmissions made: **number**
- Number of pages sent: **number**

The "Attach a copy of the fax" field is selectable only if there is a flag in the previous field. Ticking this field means you will receive, attached to the email referred to in the previous field, a copy of the document sent, including the cover sheet.

The "Priority" field allows you to choose between three levels of importance: Normal (default), High and Low

The "Send the fax as soon as possible" field allows you to send the fax immediately. If selected it excludes the possibility of selecting the subsequent "Send fax exactly at this time" field and vice versa.

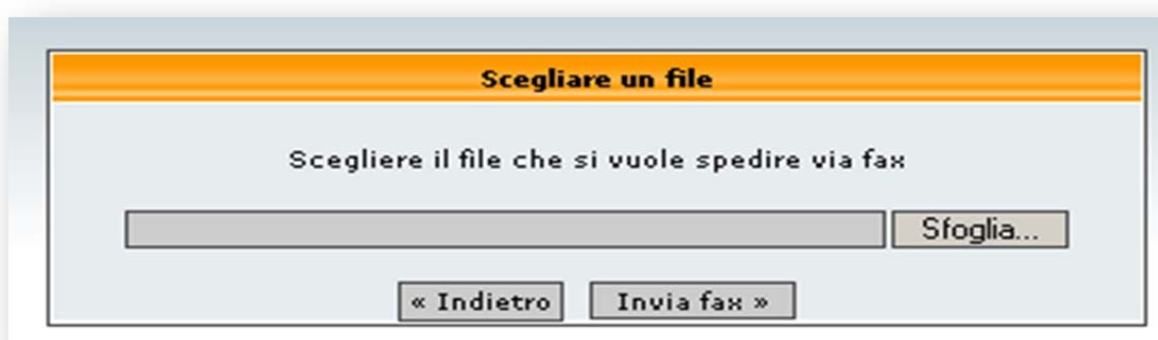
The "Send fax exactly at this time" field allows you to delay transmission of the fax until the desired time. Stonefax will put the fax in a queue and forward it at the time specified in the appropriate field. The correct TIME format is HH:MM.

**NB: The system does not allow you to delay transmission of the fax until the next day but only until a time subsequent to compilation within 23:59:59 of the same day. If the time entered is less than the time indicated by the clock in the task bar the fax will be sent immediately.**

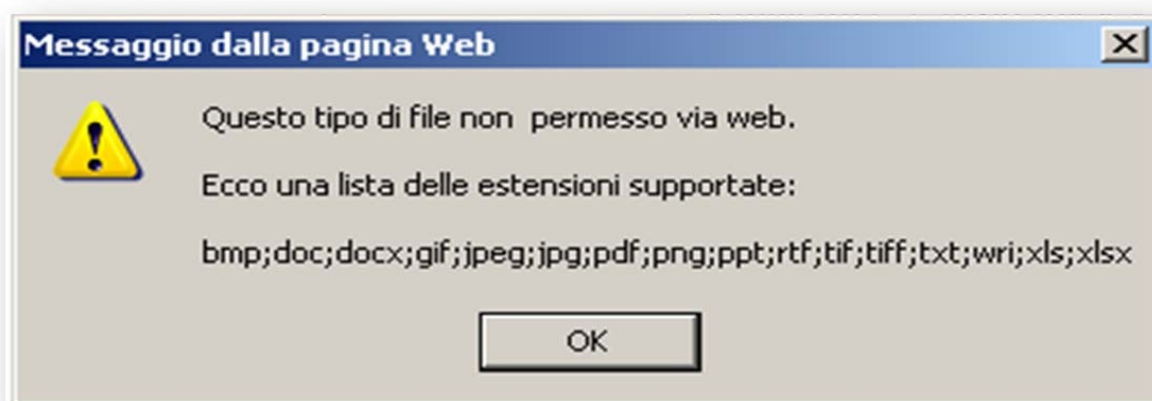
The "file selection" button is only enabled if the "Add attachment" field has been selected. Otherwise, the button will indicate "Send File".

To attach a document, press the "file selection" button.

The system goes to the "Select a file" section. Using the Browse button you can retrieve the document to be attached from your work folders.



The file extensions recognised by the fax server are shown in the following screen shot:



**Attach documents in A4 format only. A document in A3 format will be unpacked in A4 formats often causing the document to be illegible.**

## D) Incoming faxes

Incoming faxes are delivered in PDF format to the appropriately configured fax mailbox in the user's mail browser. This allows you to view the incoming fax without opening the Stonevoice application.

Alternatively, directly from the application, selecting "Incoming" from the Stonefax sub-menu, all incoming faxes are shown. Faxes are stored in a table. Each row in the table corresponds to an incoming fax. As shown in the following screen shot, at this level it is possible, via the appropriate icons, to display the content of the fax (icon in the **display** column), forward the incoming fax to another fax (icon in the **forward** column) or permanently remove it from the system (icon in the **delete** column).

As with Excel tables it is possible to apply a sort by clicking on the column heading (this operation is not allowed for the Display, Forward and Delete columns)

The "Update fax list" button updates the list of incoming faxes in real time. This function is similar to the send/receive function in the mail browser.

There are 2 different statuses:

1. In reception
2. Received

Vedi	Inoltra	Elimina	Stato	Chiamato	Chiamante	Pagine	Data di ricezione	Nome PC
			Ricevuto	2368	2368	1	22/11/2012 10:04:36	FAXSRV

## E) Sent faxes

The notification receipt, if requested by setting the flag in the appropriate field in the "send fax" section, is delivered in the fax mailbox. This allows you to view the fax sent without opening the Stonevoice application.

Alternatively, directly from the application, selecting "Outgoing" from the Stonefax sub-menu, all sent faxes are shown. Faxes are stored in a table where each row corresponds to a sent fax. As shown in the following screen shot, at this level it is possible, via the appropriate icons, to display the content of the fax (icon in the **display** column), forward the sent fax to another fax (icon in the **forward** column) or permanently remove it from the system (icon in the **delete** column).

As with Excel tables it is possible to apply a column sort (with the exclusion of Display, Forward and Delete) by clicking on the column headings.

Aggiorna lista dei fax

[ << 1 2 3 >> ] Fax 41-48 su 48

Vedi	Inoltra	Elimina	Utente	Stato	Destinatario	Chiamato	Oggetto	Pagine	Data pianificata	Data di fine	Nome PC
			Condiviso	Inviato	prova di trasmissione	2368	prova di trasmissione	1	11/09/2012 12:01:01	11/09/2012 12:01:34	FAXSRV

The transmission status of the fax can be monitored in real time using the "Update fax list" button.

There are 4 different statuses:

1. In transmission (the fax is in the process of delivery)
2. Queued (the fax is waiting to be sent)
3. Sent (the fax has been sent and delivered to the recipient)
4. Failed (it was not possible to deliver the fax. E.g.: the number called was incorrect)